

Search Notes 	Application/Control No.	Applicant(s)/Patent under Reexamination
	10/730,330	CREAMER ET AL.
	Examiner	Art Unit
	Thjuan K. Addy	2614

SEARCH NOTES (INCLUDING SEARCH STRATEGY)		
	DATE	EXMR
EAST search terms: query; enterprise; application; CRM; call; center; name; address; number	1/3/2008	TK
EAST thomas near2 creamer.in.	1/3/2008	TK
EAST 379/265.02 and quer\$7 near3 (CRM or (customer near relationship near management)) and name with (number or address)	1/3/2008	TK
EAST quer\$7 near3 (CRM or (customer near relationship near management)) and name with (number or address)	1/3/2008	TK
EAST quer\$7 near3 enterprise near application and call near center and name with (number or address)	1/3/2008	TK
See attached EAST Search History	1/3/2008	TK